

AQUA UTILITIES CO., INC.

408 MAIN STEET

SAVANNAH, TN 38372

TO: The Tennessee Public Utility Commission

Aqua Utilities Company is committed to implementing various emergency measures to prevent and contain the spread of the Coronavirus (COVID-19). We recognize that continued access to our critical utility services is a matter of national security and vital to the public health, safety, and welfare.

Because all maintenance and repair services are performed by a contractor, we have been assured from that contractor that he maintains a supply of materials for installation, taps, and repairs.

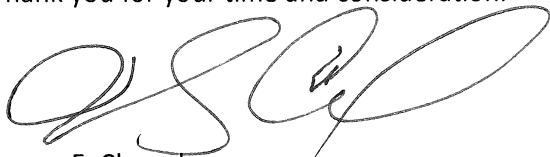
In case our contractor needs to make a repair at a customer's house, he will ask them for assistance in maintaining social distancing while work is being done.

Our contractor will have the necessary gloves, mask, and disinfectants to ensure protection in the event of new installations and repairs that need to be made.

Based on current evidence, the risk to water supplies is low. Customers can continue to use and drink water from their tap as usual.

By maintaining these measures, we are able to provide our customers with the continued uninterrupted service they are used to.

Thank you for your time and consideration.

A handwritten signature in black ink, appearing to read 'J. Clausel', with a large, stylized loop at the end.

James E. Clausel

President Aqua Utilities Co.